State of Alaska
FY2008 Governor's Operating Budget

Department of Administration
Enterprise Technology Services
RDU/Component Budget Summary

RDU/Component: Enterprise Technology Services

(There is only one component in this RDU. To reduce duplicate information, we did not print a separate RDU section.)

Contribution to Department's Mission

To serve the requirements of state agencies through the delivery of enterprise information services.

Core Services

Enterprise Strategy & Planning

Standards – Maintenance and review of accepted standards for IT established by the Technology Management Council (TMC)

Security – Access, identity, and threat management using accepted statewide security standards across the enterprise.

Applications– Development, maintenance and operations of "Enterprise" applications to insure they continue to meet all standards and agency needs.

Enterprise Web Software – ETS will provide the "back end" to applications using web based software.

Project Management – ETS follows the Project Management Institute's PMI methodology for all enterprise projects and encourages its project staff to become PMI certified.

Planning – ETS will continue to assist SOA agencies with their planning efforts identified in their IT Plans and initiate future ETS projects based on these plans.

Database Support – ETS will continue to provide database support for database applications running on the enterprise platforms.

Email – ETS is responsible for the maintenance and operation of the Enterprise Email and Calendaring environment, currently in the process of changing to Microsoft Exchange for all Executive Branch agencies.

Enterprise Infrastructure Management

Operations – 24 x 7 monitoring, environmentals, and operational support of computing services that provide state agencies computing environments and tools on a variety of platforms.

Mainframe and mid-tier server support – Provide hosting facilities (hardware infrastructure and system software) and technical support for agency applications running on these servers.

Disaster Recovery – Provision of off site facilities and plans to deploy IT services in the event of a disaster.

Data - Consolidated network connectivity that allows data communications from desktops to centrally managed and agency managed computing platforms within buildings (LANs), locations within communities (MANs), communities throughout the state (WANs), and locations outside of the state government structure (Internet).

Voice - Centrally managed telephone services for state agencies in Juneau, Anchorage, and Fairbanks.

Video – Provision and support of 22 dedicated videoconference sites in Juneau, Anchorage and Fairbanks.

SATS - Maintenance and operations of the State owned microwave communications network which is the backbone of the state's telecommunications infrastructure. A variety of telecommunications transmission services including voice, radio, and data are provided by the State of Alaska Telecommunications System (SATS).

ALMR – Project management and coordination of this partnership with the Dept. of Defense, State of Alaska agencies and municipalities in support of interoperability of trunked digital radios on SATS infrastructure. This program was moved from the Dept. of Military & Veterans Affairs to ETS in July 2006.

Conventional 2-way radio – Assistance to state agencies for the design, purchase, installation, maintenance, FCC licensing coordination and property control of agency owned communications systems and analog 2-way radio equipment.

Satellite Broadcast and Earth Station Maintenance & Repair – ETS will work with the Alaska Public Broadcasting, Incorporated group to provide these services as required using a Service Level Agreement between the two groups.

Enterprise Solutions

State Web Support – State of Alaska top-tier web presence design, operation, maintenance, and hosting.
Help Desk – ETS will provide a level 1 Help Center for all enterprise applications and as a possible first line of contact for SOA agencies using the enterprise infrastructure. This Help Desk will also provide workflow processes for passing on level 2 problems to the appropriate SOA agencies or vendors as applicable.
Service Level Agreements (SLA's) – ETS will incorporate SLA's with all SOA agencies that obtain services from ETS. This will provide SOA agencies with a mechanism to determine performance reviews of all associated costs for services from ETS. The SLA's will include operational and environmental support for agency managed computing platforms.
Administrative Support – ETS will maintain a level of administrative support necessary to meet ETS' mission to support SOA agencies.

End Results	Strategies to Achieve Results
A: Reliable communications and networks. Target #1: Systems usable and available 100% of the time with no unscheduled outages. Measure #1: % of time systems available.	**A1: Improve maintenance & operations.** Target #1: 100% of scheduled maintenance and remedial work completed per industry standards. Measure #1: % of sites maintained and remediated per standard. Target #2: Employ best engineering practices across network. Measure #2: % conformance to industry standards. **A2: Reduce lost productivity due to service interruptions.** Target #1: 100% of scheduled changes are coordinated through Change Control Board (CCB). Measure #1: % representation at CCB from all ETS sections.
End Results	**Strategies to Achieve Results**
B: Improved customer satisfaction. Target #1: 90% of survey respondents rate ETS services as 4 or better on a scale of 1 to 5. Measure #1: % of customers rating services as 4 or better.	**B1: Provide dependable customer service.** Target #1: Less than 5% of all incoming calls are abandoned. Measure #1: % of abandoned calls. Target #2: 10% increase in customer satisfaction with Help Center services. Measure #2: % increase in customer satisfaction with Help Center services. Target #3: Answer 80% of all incoming calls within 20 seconds. Measure #3: % of calls answered within 20 seconds. **B2: Improve communication with customers.** Target #1: Reduce abandoned call rate from 10% to 5% within 90 days. Measure #1: % of abandoned within 90 days.

	Target #2: Design/distribute on-line customer survey within 120 days. Measure #2: % of customers indicating satisfactory services via on-line survey.

FY2008 Resources Allocated to Achieve Results

FY2008 Component Budget: $44,276,700

Personnel:	
Full time	124
Part time	0
Total	124

Performance Measure Detail

A: Result - Reliable communications and networks.

Target #1: Systems usable and available 100% of the time with no unscheduled outages.
Measure #1: % of time systems available.

System	FY05 Q1	FY05 Q2	FY05 Q3	FY05 Q4	FY06 Q1-Q2	FY06Q3-Q4
Hub-SOA WAN router where two or more state agencies are located	99.14%	99.32%	99.74%	99.40%	99.09%	99.22%
Non-Hub - site where single state location connects to SOA WAN	99.48%	99.50%	99.68%	99.99%	99.21%	98.51%
Internet - ability to connect to internet sites outside SOA WAN	99.97%	99.97%	99.92%	99.98%	**	99.95%
Video - main video server	99.90%	99.93%	100.00%	99.99%	99.98%	99.97%
Pager - main pager terminal	99.94%	99.96%	99.98%	99.19%	99.89%	99.94%
Mainframe - ability to connect/ping AK Data Center JDC1 mainframe	99.92%	99.94%	99.89%	99.54%	99.54%	99.77%
File Transfer - ability to connect/ping FTP server	100.00%	100.00%	100.00%	100.00%	99.95%	99.77%

*FY06: Starting FY06, performance measure data provided on a semi-annual basis
** Data not available due to unscheduled change in measurement system

Analysis of results and challenges: Analysis of results and challenges:
ETS measures were initially set up to use the Big Brother network monitoring tool. Starting in FY06, the highest priority of network staff has been to establish a secure, standard, economical and reliable wide area network transport service over a secure Multi-Protocol Label Switching (MPLS). As Service delivery over the last two years has been progressively migrating towards combining nearly all of the data and phone transport on to ETS' managed Wide Area Network infrastructure, new monitoring and measurement systems are being implemented. This has led to some gaps in ability to measure system performance, e.g., when the tool for measuring internet availability changed from Big Brother to a Google site.

Challenges in setting up measurement systems include difficulties in measuring and reporting on individual site performance. There is no monitoring in place to measure individual terminal access to the State mainframe. The State relies on GCI's videoconferencing network and measurement method, which is to monitor the main video teleconference server rather than individual site performance. Pager performance is measured by the ability to connect to the main pager terminal at Tudor Road. It is anticipated that the converged network will provide improved monitoring capabilities.

A1: Strategy - Improve maintenance & operations.

Target #1:100% of scheduled maintenance and remedial work completed per industry standards.
Measure #1: % of sites maintained and remediated per standard.

% of sites maintained and remediated per standard.

Fiscal Year	semi-annual average	semi-annual average
FY 2005	100.0%	99.9%
FY 2006	99.98%	100.0%

Analysis of results and challenges: The percentage reported represents the number of voice over internet protocol (VoIP) sites remediated in accordance with industry best practices. Metrics for communications sites are unavailable. Due to Alaska's unique geography, the metrics used by telephone companies and communications service providers in the lower 48 do not apply in Alaska.

Target #2: Employ best engineering practices across network.
Measure #2: % conformance to industry standards.

% conformance to ETS notification standards

Fiscal Year	semi-annual average	semi-annual average
FY 2005	100%	100%
FY 2006	100%	90%

Analysis of results and challenges: As a result of the Telecommunications Partnering Agreement, transfer of State of Alaska Telecommunications System (SATS) to the Dept. of Military and Veterans' Affairs, and the aging work force, there was a 100% turn-over in ETS engineering staff during FY05 - FY06. During these transitions, ETS used the number of notifications issued in accordance with ETS published change management guidelines to determine conformance. Effective FY07, responsibility for SATS has returned to ETS and vacant engineering positions have been filled. This measure will be refined to allow ETS to monitor how well best engineering practices are being followed in network design.

A2: Strategy - Reduce lost productivity due to service interruptions.

Target #1:100% of scheduled changes are coordinated through Change Control Board (CCB).
Measure #1: % representation at CCB from all ETS sections.

% representation at CCB from all ETS sections.

Fiscal Year	semi-annual average	semi-annual average
FY 2005	100.0%	100.0%
FY 2006	99.1%	90.0%

Analysis of results and challenges: As of June 30, 2006, only one ETS work unit – Enterprise Applications/Server Hosting: Exchange/Mobile Services/Sharepoint – does not participate in CCB. However, attendance is not required at CCB meetings unless the section has an upcoming change. This measure will be changed in FY07.

B: Result - Improved customer satisfaction.

Target #1:90% of survey respondents rate ETS services as 4 or better on a scale of 1 to 5.
Measure #1: % of customers rating services as 4 or better.

Analysis of results and challenges: This target has not been measured. During FY06, ETS experience was a 100% turn-over in ETS director, chief technology officer, and deputy director positions. Additionally turn-over

occurred in four of seven section manager positions (Network, ALMR/SATS, Database, Operations, Mid Tier (now Enterprise Applications/Server Hosting), Security, and Project Management and Services). The goal to survey customer satisfaction has not been met, because each new manager/director has wanted to understand the services ETS offers before surveying customers. ETS Leadership has identified "Customer Service" as one of ETS top five goals for FY07; this includes follow-up and tracking status.

B1: Strategy - Provide dependable customer service.

Target #1: Less than 5% of all incoming calls are abandoned.
Measure #1: % of abandoned calls.

% abandoned calls.

Fiscal Year	semi-annual average	semi-annual average
FY 2004	4.5%	4.6%
FY 2005	1.4%	6.0%
FY 2006	4.7%	5.2%

Target #2:10% increase in customer satisfaction with Help Center services.
Measure #2: % increase in customer satisfaction with Help Center services.

Analysis of results and challenges: This target has not been measured due to ETS leadership turn-over and the changing role of the Help Center.

Target #3: Answer 80% of all incoming calls within 20 seconds.
Measure #3: % of calls answered within 20 seconds.

% of calls answered within 20 seconds.

Fiscal Year	semi-annual average	semi-annual average
FY 2004	93.6%	89.7%
FY 2005	96.3%	90.8%
FY 2006	94.0%	87.0%

Analysis of results and challenges: The Help Center provides support for the information technology (IT) systems and services managed by ETS, and is transitioning from a telephone/mainframe help desk to a customer-centric support center supporting a variety of IT systems and on-line services. For example, more agencies are deploying web-based services through myAlaska, a web service operated by ETS that provides single-sign-on (authentication) for multiple state services and a framework for electronic signatures for state forms or transactions. myAlaska was initially – and still most frequently - used for filing permanent fund dividend applications, but during FY06, myAlaska expanded to include the Alaska Donor registry, employment security taxes, DMV partners, DEC online services, commercial vehicle enforcement permits and for paying invoices on-line (Dept. Environmental Conservation).

Calls for on-line support tend to be longer than calls for password resets or other Help Center service – average talk seconds for a "traditional" Help Center call is 130 seconds and state information call duration average is 54 seconds; but for myAlaska, the average talk time was 401 seconds during this reporting period. Even though more Alaskans use online services, the number of Help Center staff providing support has remained the same.

These factors contributed to the increase in abandoned calls delay during peak calling times during the three month filing period. In December 2005 the abandoned call rate was 3.7% for 702 calls, while in January 2006 the abandoned call rate was 9.1% for 2,223 calls; and in February and March, it was 5.8%. Since then, the number of abandoned calls has decreased steadily – 4.4% for April 2006, 3.1% for May 2006, and 2.7% for June 2006. A similar trend occurred with answer delays – in January 2006 the average answer delay was 65 seconds while by June 2006 the average answer delay was back to 10 seconds.

B2: Strategy - Improve communication with customers.

Target #1: Reduce abandoned call rate from 10% to 5% within 90 days.
Measure #1: % of abandoned within 90 days.

% of abandoned calls.

Fiscal Year	semi-annual average	semi-annual average
FY 2004	4.5%	4.7%
FY 2005	4.1%	6.0%
FY 2006	4.7%	5.2%

Analysis of results and challenges: With the exception of peak enrollment times for permanent fund dividends, the Help Center has met this goal.

Target #2: Design/distribute on-line customer survey within 120 days.
Measure #2: % of customers indicating satisfactory services via on-line survey.

Analysis of results and challenges: The target to survey customer satisfaction has not been met due to high turn-over within ETS leadership. However, ETS Leadership has stabilized in the last few months and has identified "Customer Service" as one of ETS's top five goals for FY07. This goal includes follow-up and tracking status.

Key Component Challenges

The business needs of State agencies will continue to define ETS' core services, priorities and staffing.

ETS will continue to manage its partnerships with private enterprise to provide telecommunications services to state agencies. These partnerships must provide telecommunications infrastructure and support that is cost effective and able to quickly respond to changing technology and market conditions. The existing Core Services contract with GCI expires on June 17, 2007 and must be rebid.

Commitment to the “enterprise” methodology will drive future projects for ETS such as Voice Over Internet Protocol (VoIP) phones that will replace the legacy PBX supported phone base; a single vendor for network operating systems and email (Microsoft); support for the Alaska Land Mobile Radio project; and implementation of the Network Security Initiatives. In addition ETS will continue to provide ongoing support to all agency production systems that depend on ETS’ infrastructure.

Significant Changes in Results to be Delivered in FY2008

Increased partnerships with private sector providers and new online processes for delivering state services directly to citizens without the need for interaction with state employees is driving increased partnerships with agencies in deploying solutions for customer information/applications needs.

Major Component Accomplishments in 2006

- Began replacement of a failing legacy PBX telephone environment. Phase 1 of the Telephone Replacement Project will build out a new core for VoIP in Anchorage, Juneau and Fairbanks, deploy approximately 4,000 Cisco VoIP in 20 sites in Anchorage, as well as migrate approximately 9,000 Meridian Voicemail boxes to the Cisco Unity Platform by 12/31/06.
- Began the Enterprise Email, Calendaring, and Active Directory (AD) project to migrate all Executive Branch state employees to Microsoft Exchange during FY07. Negotiated an Enterprise Agreement with Microsoft to enable deployment of a Microsoft network operating system (NOS) and email system.
- Successfully completed the build out of 46 land mobile radio sites in 2005 and an additional 32 in 2006. Increased the number of users on the system from 3,000 in 2005 to 10,000 and added the Northern zone to the ALMR system.
- Upgraded the SATS microwave network on the Kenai Peninsula from analog to digital.

- The myAlaska web service continues to have steady growth with almost 300,000 people enrolled in this electronic signature application. Additional agencies are now using the service in their web applications.
- Banking web services, electronic funds transfer, and credit card transactions have doubled in the last year and continue to see a steady growth. New clients are embracing this technology as fast as eCommerce sites are being deployed.
- New Interactive Voice Recognition (IVR) environments have been set up in Juneau and Anchorage to replace failing technologies. ETS is working with agencies to convert to the new environments.
- Successfully managed statewide Information Technology Plan for all departments in the Executive Branch and preparing an ETS IT Plan for FY08.
- Continued to improve virus protection on statewide email system to add protection against unsolicited bulk email (SPAM).
- Continuing to complete the Network Security Initiative projects that address issues identified in the US CERT report on network security deficiencies in the State of Alaska Wide Area Network. Over $5 million in secure network routers were procured and 75% have been deployed across Alaska. All but three departments have made progress implementing the Cisco Security Agent (CSA) software on their desktops and servers – 60-70% are complete. The DMZ environments have been built in Juneau and Anchorage with plans to move all public facing servers behind these secure environments.
- Negotiated a contract for an "off-site" facility to house Enterprise and agency servers in Anchorage.
- Continued enhancements to the Datacenter facilities in Juneau and Anchorage including a new UPS and halon system in Juneau. Remediation work in other sites for UPS, monitoring and keycard security access.
- Continued management and build-out of Intel-based computer "rack" system for mid-tier computing services. Many major state applications are now hosted on this system.
- Network bandwidth continues to be increased to meet agency demand. Frame relay upgrades completed in 35 cities and bandwidth doubled in 45 of 55 Anchorage MAN sites by converting to metro Ethernet.
- Implementation of Websense blocking, proxy and caching services, allowing approximately 20% more business traffic and saving approximately $80,000.
- Provided telephone upgrades for State agencies included three additional sites with 120 staff migrated to the legacy VoIP system, 25 new small phone systems, and data and phones for 30 office moves.
- Reduced number of WAN network and phone outages, reduced duration per outage and improved response times for service.
- Upgraded the mainframe to the new z/OS operating system upgrade including all security and 3rd party products.

Statutory and Regulatory Authority

AS 44.21.020(10),(11)	Duties of Department
AS 44.21.045	Information Services Fund
AS 44.21.150-170	Automatic Data Processing
AS 44.21.305-330	Telecommunications
2 AAC 21	Information Services

Contact Information

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Enterprise Technology Services
Component Financial Summary

All dollars shown in thousands

	FY2006 Actuals	FY2007 Management Plan	FY2008 Governor
Non-Formula Program:			
Component Expenditures:			
71000 Personal Services	9,145.7	12,168.9	13,885.5
72000 Travel	269.5	223.2	223.2
73000 Services	17,938.1	28,478.5	28,589.6
74000 Commodities	1,248.8	1,000.7	1,000.7
75000 Capital Outlay	1,263.9	577.7	577.7
77000 Grants, Benefits	0.0	0.0	0.0
78000 Miscellaneous	0.0	0.0	0.0
Expenditure Totals	**29,866.0**	**42,449.0**	**44,276.7**
Funding Sources:			
1002 Federal Receipts	0.0	1,700.0	1,700.0
1004 General Fund Receipts	3,000.0	4,659.6	4,659.6
1081 Information Services Fund	26,866.0	36,089.4	37,917.1
Funding Totals	**29,866.0**	**42,449.0**	**44,276.7**

Estimated Revenue Collections

Description	Master Revenue Account	FY2006 Actuals	FY2007 Management Plan	FY2008 Governor
Unrestricted Revenues				
Information Service Fund	51385	30,018.5	31,551.1	33,100.0
Unrestricted Total		**30,018.5**	**31,551.1**	**33,100.0**
Restricted Revenues				
Restricted General Fund	51005	3,000.0	0.0	0.0
Federal Receipts	51010	0.0	1,700.0	1,700.0
Restricted Total		**3,000.0**	**1,700.0**	**1,700.0**
Total Estimated Revenues		**33,018.5**	**33,251.1**	**34,800.0**

Summary of Component Budget Changes
From FY2007 Management Plan to FY2008 Governor

All dollars shown in thousands

	General Funds	Federal Funds	Other Funds	Total Funds
FY2007 Management Plan	**4,659.6**	**1,700.0**	**36,089.4**	**42,449.0**
Adjustments which will continue current level of service:				
-FY 08 Health Insurance Increases for Exempt Employees	0.0	0.0	0.5	0.5
Proposed budget increases:				
-FY 08 Internal Dept Cost Increase due to Retirement Systems Rate Increases	0.0	0.0	111.1	111.1
-FY 08 Retirement Systems Rate Increases	0.0	0.0	1,716.1	1,716.1
FY2008 Governor	**4,659.6**	**1,700.0**	**37,917.1**	**44,276.7**

Enterprise Technology Services
Personal Services Information

Authorized Positions			Personal Services Costs	
	FY2007 Management Plan	FY2008 Governor		
Full-time	123	124	Annual Salaries	7,875,692
Part-time	0	0	Premium Pay	823,863
Nonpermanent	2	1	Annual Benefits	6,111,899
			Less 6.25% Vacancy Factor	(925,954)
			Lump Sum Premium Pay	0
Totals	**125**	**125**	**Total Personal Services**	**13,885,500**

Position Classification Summary

Job Class Title	Anchorage	Fairbanks	Juneau	Others	Total
Accounting Tech I	2	0	0	0	2
Administrative Clerk I	0	0	1	0	1
Administrative Clerk II	0	0	1	0	1
Administrative Clerk III	1	0	0	0	1
Administrative Manager II	0	0	1	0	1
Almr Project Coordinator	1	0	0	0	1
Analyst/Programmer III	0	0	1	0	1
Analyst/Programmer IV	1	0	2	0	3
Analyst/Programmer V	3	0	3	0	6
Comm Eng Assoc I	1	0	1	0	2
Comm Eng Assoc II	3	0	1	0	4
Comm Eng I	1	1	0	0	2
Comm Eng II	1	0	0	0	1
Contracting Officer III	0	0	1	0	1
Data Communicatns Spec I	2	1	1	0	4
Data Communicatns Spec II	2	0	1	0	3
Data Processing Manager IV	0	0	1	0	1
Data Processing Mgr I	0	0	2	0	2
Data Processing Mgr II	1	0	0	0	1
Data Processing Mgr III	1	0	6	0	7
Data Processing Prod Mgr	0	0	1	0	1
Data Processing Tech I	0	0	1	0	1
Data Processing Tech II	3	0	10	0	13
Data Processing Tech III	2	0	2	0	4
Data Security Spec	0	0	1	0	1
Database Specialist I	0	0	1	0	1
Database Specialist II	0	0	1	0	1
Database Specialist III	1	0	4	0	5
Dep Dir Div Info Services	0	0	1	0	1
Director, Info Technology	1	0	0	0	1
Electronic Maint Spvr	1	0	0	0	1
Maint Gen Sub - Journey I	2	0	0	0	2
Maint Spec Etronics Foreman	1	0	0	0	1
Maint Spec Etronics Journey II	9	0	2	1	12
Micro/Network Spec I	1	0	1	0	2
Micro/Network Spec II	1	1	2	0	4
Procurement Spec I	1	0	0	0	1
Procurement Spec II	1	0	1	0	2
Project Manager	1	0	0	0	1

Position Classification Summary

Job Class Title	Anchorage	Fairbanks	Juneau	Others	Total
Publications Spec II	0	0	1	0	1
Statewide IT Planner	0	0	1	0	1
Systems Programmer I	0	0	1	0	1
Systems Programmer II	1	0	9	0	10
Systems Programmer III	3	0	7	0	10
Systems Programmer IV	1	0	0	0	1
Telecomm Planner I	0	0	1	0	1
Totals	**50**	**3**	**71**	**1**	**125**